



## **Credit Union Managers Association of Manitoba**

**Participant comments from Jeff Mowatt's presentation held October 6, 2004**

***"I feel like a superstar after listening to Jeff's session."***

Elisabeth Goubeon, Investment Services Rep., Buffalo Credit Union

***"We recently discussed a need to provide our staff with the opportunity to enhance their customer service skills. Jeff's presentation will help us meet this challenge."***

Valerie Soltys, Office Manager, Erickson Credit Union

***"Motivational - very relevant on every level."***

Darren Robson, Branch Manager, Entegra Credit Union

***"Jeff helped to open our eyes to that which is right in front of us."***

Jennifer Mullen, EA to Chief Operating Officer, Steinbach Credit Union

***"This session reestablished the need to reinforce learning in the area of front line customer service."***

Shellie Sklipoinuch, VP Retail Operations, Carpathein Credit Union

***"Jeff's session will help me be a better coach and service provider."***

Glenn Solar, Branch Manager, Cambrian Credit Union

***"I will use the ideas gained to influence with ease to our members."***

Herley Cunningham, Director – Member Services, Vantis Credit Union

***"Jeff's approach will help improve profitability by enhancing customer service skills and solidify customer loyalty."***

Chris Veilleux, Wealth Manager, Vanguard Credit Union

***"We now plan to change/improve from an average service to a superior service provider."***

Raymond Bedard, HR/Marketing Manager, Caisse La Verendrye

***"Jeff provided excellent training skills."***

L. Johnson, Branch Manager, Caisse La Verendrye

***"This will improve the level of service I provide to my customers."***

Gord Sylvester, Manager Wealth Management Business Development, Beautiful Plains Credit Union